

NETWORK MANAGER REPORT



MARCH 2004

SUBMITTED BY Winn McInnis, General Manager

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OVERVIEW

Operations

Throughout March, the Alabama Interactive team continued to work towards an enhanced Internet presence for the state and the many other goals for 2004. AI's project leadership team continues to meet with perspective agency partners and drive the completion of services in development, as well as adoption of those services already live.

Highlights during the month were:

- Final design specifications for the alabama.gov portal redesign are wrapping up, allowing the development of the PHP programming. We look forward to unveiling Version 2 in April.
- The Department of Revenue has agreed to move forward with the Local Government Report Distribution service, allowing local revenue offices to download their reports from the Sales Tax Division.
- The Department of Revenue has also requested information regarding the Payment Engine and processing of eChecks for tax payments.
- The Motor Vehicles Division of the Department of Revenue is testing the Personalized License Plate Reservation system. We expect the service to be in production in late April.
- Nominations for the Government Technology Leadership Awards (Gracies) and the Government Solutions Pioneer Center Awards were completed and submitted in March. We hope that the Point-of-Sale and Nursing Group Online Verification Systems will garner some recognition for the state.
- The Department of Conservation and Natural Resources has requested a reservation system for camping platforms on the Bartram Canoe Trail. The system is expected to go live in April.
- The Alabama Board of Pharmacy requested a follow-up meeting with the Board of Nursing regarding their eGovernment initiatives. Based on that meeting, the Board of Pharmacy has indicated that they would like to move forward with online license renewal.
- The Alabama Home Builder's Licensure Board is aggressively pursuing high adoption of their online license renewal service. Though the service will not be available until this fall, the Board has asked our assistance in creating flyers, Web tutorial, Security Information and other promotional pieces for distribution until that time.
- A "How To" booklet is in development for the Constituent Notification of "Alabama Alert" service. This booklet will instruct the agency Web management personnel as to how to use the service.

- Subscription Business services continue to grow. Nineteen new DPS subscribers were added. There were also an additional nineteen new ABN Group Verification system subscribers.
- The Office of the Treasurer has contacted us regarding an online “Cash Receipting” process. We have met twice to discuss the current process and the outlook for an online version.

Marketing

The Alabama Board of Nursing Group Online License renewal service garnered media attention in March. The service offers health care institutions up-to-date license status for their employees, using push technology.

The Department of Conservation and Natural Resources will be making a push to move non-Point-of-Sale agents to the electronic system. Each April, the Department notifies agents of new licensing laws, and provides an order form for licensing books. This year, they will start with a flyer about moving toward the online system. The Department has reviewed and approved the flyer.

An alabama.gov Users Guide is under development and will be provided to libraries, tourist attractions, etc. around the state, as well as on alabama.gov. We expect that this will be a great education and outreach tool to Alabama’s Web users.

Development

ABN has requested a License Verification application which will allow licensed Alabama nurses to request a verification letter to be sent to potential employers. This application remains in testing, as the agency has requested some additional functionality.

User Testing has completed on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority. This application is currently in staging awaiting approval to be moved to production.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

We are currently working with the State’s Motor Pool to create an online application that will enable authorized state officials to reserve a vehicle electronically. This application is currently in development/User Testing as the partner has requested a few additional changes. This government-to-government application is scheduled for launch in late April.

The Department of Revenue has requested an application to allow Alabama residents the ability to reserve a personalized tag online. The application will also allow for County Offices to reserve personalized tags for individuals as well. This application is currently in User Testing.

Alabama Board of Pardons and Paroles online payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently in the late stages of development as we are coordinating with Pardons and Parole to create a mechanism where we can post data to them.

Real Estate has requested an application to allow individuals and companies the ability to retrieve sanctioned lists of information electronically. This will eliminate a time consuming task that AREC employees perform manually now. This application has been moved to production.

The second potential application is to allow Schools and Instructors the ability to electronically file their roster information to AREC. This will hopefully improve efficiencies for the Schools, Instructors, and AREC. This application is currently in development.

Real Estate has requested some updates to their license renewal application. They want to add some additional functionality to allow corporations to renew their employees online as well as opening up the electronic renewal process to more license types. These updates are currently in the design phase.

ABN has requested two additional applications that will allow potential Alabama nurses to file for a license online. The two applications are Application for Licensure by Examination and Application for Licensure by Endorsement. Currently Application for Licensure by Examination is in User Testing. Application for Licensure by Endorsement is in the development phase.

The Department of Revenue has asked if we could look at developing an application that would give localities the ability to view their tax reports online. The department would also like to embed charts into some of these reports. This application is currently in the business/technical design phase.

The Department of Insurance has asked if we could write a new merchant application to handle a new online application of theirs. Therefore we are working with DOI to create a robust service that will be able to handle further requests of this type from them by only updating a configuration file. This application is currently in development.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification

Alabama Secretary of State

- Merchant Services

Completed in 2003

Alabama State Banking Dept.

- Renewal of Small-Loan and MiniCode License
- Renewal of Pawn Broker License
- Renewal of Mortgage License

Alabama State Bar

- Membership Renewal

Alabama Board of Chiropractic
Examiners

- Renewal of License
- Licensee Verification

Alabama Department of Conservation
and Natural Resources

- Online Hunting and Fishing Licenses
- Hunting and Fishing Licenses/Point-of-Sale
- Probate Court Point of Sale Hunting and Fishing
Licenses
- Oak Mountain Bow Hunt Registration
- Outdoor Alabama Subscription

Alabama Department of Finance,
Office of the CIO

- Alabama State Portal

Alabama Department of Insurance

- Merchant Services
- Merchant Services for Provider Renewals

Alabama Board of Nursing

- License verification and disciplinary status-Subscriber
- Name and Address Change
- LPN Renewal

Alabama Real Estate Commission

- Instructor License Renewal

Alabama Department of Revenue

- Sales, Use and Lodging Tax Filings
- Refund Status for Individual Income Tax

Alabama Secretary of State

- UCC (Uniform Commercial Code) Filings

Completed in 2004

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Environmental	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew	This application is complete and in production.

Management		online.	
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is complete and in production.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
CIO's Office, Alabama Department of Finance	Constituent Notification/ Alabama Alert	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	Second-round AI staff testing.	April 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2004
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is pending agency approval.	April 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	Changes being made to the application per agency request	April 2004
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	April 2004

Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This service is pending agency approval.	April 2004
Alabama Department of Revenue, Motor Vehicles Division	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	This service is pending agency approval.	April 2004

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Bartram Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is in development	April 2004
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2004
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in the pre-project planning phase	June 2004
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This service is in pre-project planning.	May 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	June 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	September 2004

Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is in pre-project planning.	May 2004
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application will allow local governments to download their revenue reports via the Web.	This application is in pre-project planning.	June 2004

IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Alabama Department of Public Health - Children's Health Insurance Plan, payments
- Alabama Department of Public Health - Home Health Care, payments
- Alabama Department of Public Health - Restaurant license renewal
- Alabama Department of Public Health - Vital records
- Alabama Department of Public Health - Enterprise merchant services
- Alabama Department of Corrections - Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission - Online license renewal
- Alabama Department of Revenue - Motor Vehicles Division, title-lien registries
- Alabama Department of Industrial Relations - Worker's Compensation
- Alabama Board of Pharmacy - License Renewals
- Alabama Department of Conservation and Natural Resources - Online boat registration
- Alabama Department of Conservation and Natural Resources - Online campsite reservations
- Alabama State Legislature, Public Information Offices - Lobbyist-In-A-Box

SERVICE REQUESTS

Service Request #45

Alabama Board of Pharmacy, Online License Renewal

Alabama Interactive requests and recommends this service for the Alabama Board of Pharmacy is added to the network as a charge service. Development of the Alabama Board of Pharmacy License Renewal service is at no cost to the Alabama Board of Pharmacy.

MONTH IN REVIEW

Total March AI Network Transactions:	199,021
Average Successful Request per Day:	6,420
Total March alabama.gov "Visitors":	127,407
Total March alabama.gov "Page Views":	295,335
Total March alabama.gov "Chats" or "Offline Messages" from Live Help:	588

OPERATIONS & ADMINISTRATION

Our data center is being managed from several locations at this time. Hosting services continue to be provided by Sprint while the systems administration team moves the new data center into production at the AT&T facilities.

OTHER BUSINESS/IN CLOSING

As the first quarter of 2004 ends, we are pleased with the achievements made to date. Our prospects for new partners and services look promising and our existing project queue provides and excellent outlook for the remainder of the year. We expect that our promotional and marketing efforts will continue to provide the positive presence for the state.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis